

TERMS OF COOPERATION

You are kindly requested to read carefully the following terms and conditions before proceeding with any booking request. Also please consult the terms and conditions that they are mentioned in our packages and all relevant documents/computer software. In no circumstance whatsoever must any Agent or Airline disclose our rates to other Agents, Airlines or Hoteliers. We will regard such an act as an infringement of our working agreement and would have no option but to cancel all reservations held and cease working with such an Agent or Airline.

Last Updated August 2006

BOOKING PROCEDURES

Travel Agencies and Airline companies may proceed with booking requests through “**dromeasonline.gr** ®” bookings or by fax/email.

All clients can promote and sell Dromeas Travel's products within their country only. It is entirely at Dromeas Travel will to deny access to selected services, countries, travel agents and/or hotels in order to protect the confidentiality of the rates and the pricing policy of its suppliers.

Bookings are subject to availability at the time of request.

About rooms:

Single rooms contain one bed. Twin rooms contain two single beds. Rooms with a double bed are available upon request.. Twin or double room for single occupancy is available upon request, by paying the corresponding difference. Triple rooms are basically twin rooms with an extra bed. In many destinations rooms contain two double beds (French type) and accommodate 2, 3 or 4 persons. All rooms have private bathroom or shower unless room amenities indicate different. It is up to the hotels will to give the client a certain room upon arrival, except if a special room category is booked & prepaid.

In case of bookout, Dromeas Travel reserves the right to substitute the confirmed overnights with equal or superior ones with no other compensation on our behalf.

We undertake reservations for hotels that are not listed in our tariff. Rates will be advised accordingly.

TEMPORARY ACCESS INTERRUPTION

Dromeas Travel can interrupt immediately the access to the On Line Bookings System if:

1. There is a Payment Delay or
2. **Dromeas Travel** believes that misuse or abuse of the **dromeasonline.gr Bookings System** being caused, allowed or provoked by the Client or behalf of the Client or
3. The Client attempts unauthorized alterations on malfunction.
4. Client 's access on **dromeasonline.gr** causes downgrading on the System or causes a situation that can lead **Dromeas Travel** in a probable or real violation of the agreements with third parties.

If the access on the **dromeasonline.gr Bookings System** is temporary suspended due to one of the above-mentioned reasons, **Dromeas Travel** will notify Client the soonest possible. Client must restore the downgrade or malfunction or any other problem caused within 48 hours. If the restoration does not take place within the above-mentioned deadline, **Dromeas Travel** has the right to terminate the agreement to the Client or any other third party.

Scheduled Access Interruption.

Client recognizes and agrees that **Dromeas Travel** has the right to interrupt the **dromeasonline.gr** function due to maintenance reasons in several scheduled occasions without any obligation to compensate the Client.

HOTELS

Hotels listed in our tariff are chosen by taking into consideration their classification, location and price. The hotel's classification & facilities are based to

For further information our office staff is willing to help you. Check-in and check-out time is normally at 12 o'clock noon , regardless of the passenger's arrival or departure.

SPECIAL EVENTS

Fairs/Exhibitions, Symposiums, Congresses, Religious-Athletic and Artistic events, Carnival, Easter Christmas and New Year are considered as special events.

EXTENSIONS

Any extension of the passenger's stay must be requested at least 24 working hours before the check-out date and it will be valid only if there is availability at the hotel. Confirmation of the same price is possible only after receiving it from our supplier. You are kindly requested to inform your clients accordingly before their departure.

TAKE OVER

In case of take over, you should reconfirm the prices. The prices listed in our tariff are valid only if the original reservation has been made through our office. We do not take over bookings for passengers already staying at the hotel.

VOUCHERS

All vouchers issued by our office mention the Agency's/Airline's name or logo and reservation's details.

PRICES

All prices are in local currency and EURO, unless otherwise specified and are valid for Travel Agents and Airline companies only. Rates must be used for the creation of package programs and not to be displayed naked. Payments should be done in Euro, converting any other currency into Euro by using the exchange rate of the day of voucher's issuance. This exchange rate is mentioned on each booking.

Fair/Exhibition and Special Events' prices may be higher than the rack rates.. All rates are per night per room. During Fairs/Exhibitions and Special Events a certain minimum stay is required as indicated. All rates include VAT and taxis. All hotel prices for are quoted on BB basis, unless otherwise specified.

For groups of over 15 passengers, competitive prices could be offered if requested to our fax number :+30 2310 640701

All prices are subject to changes without previous notice. Confirmed prices are guaranteed until the option date. Fair/Exhibition and Special Event change of dates, on behalf of the organizers, effect accordingly the hotel rates.

PAYMENT CONDITIONS

Our office must receive full payment to our bank accounts as indicated prior to the passenger's arrival date, unless special agreement, regarding credit facilities, is in effect. **Late payment will result in automatic cancellation of the bookings.**

In case a pre-payment or a down payment is required (Fairs/Exhibitions – Special Events) you will be advised accordingly and any credit facilities that might be existed will not be valid.

PAYMENT BY CREDIT CARD

The Principal guarantees all credit card payments.

In any case and under any circumstances should The Bank refuses to pay any amount for the particular reservation(s), or refunds the Card Holder without our written approval, the Principal has to pay the total of the reservation(s) according to our Terms of Cooperation.

SPECIAL EVENTS

Pre-payment of the total amount (100%.) as indicated.

HANDLING FEES - ADMINISTRATION EXPENSES

All confirmed bookings/issued vouchers made through dromeasonline.gr Booking system will **NOT BE CHARGED with HANDLING FEES.**

All confirmed bookings paid by credit card **will not be charged with credit fees unless is clearly stated** during the reservation procedure.

All confirmed bookings/issued vouchers made through telephone call, fax or email **are free of charge and include:**

- Continuous tariff and software updates.
- Booking changes, cancellations and re-bookings and anything else related to a booking.

CANCELLATION POLICY

Cancellations made less than 24 hour prior to arrival will be charged with minimum penalty one night's stay. In case of early check out or Non-Show, the total cost of the nights /services booked will be invoiced, unless the Hotelier / Supplier has accepted and signed differently. Refunds are ONLY possible upon presentation of this Hoteliers / Suppliers confirmation.

During Special Events:

All requests will be confirmed with an option date. You must reconfirm and prepay the booking in question prior the option date, otherwise the booking will be cancelled automatically. In case of a cancellation after we receive your reconfirmation, a 100% penalty on the total amount will apply. During special events a minimum stay is usually required. You will be advised accordingly by the time of confirmation.

For 1 and 2 above in chapter "PAYMENT CONDITIONS" and if payment is not performed within the defined time limits, the booking will be cancelled automatically without any further notice.

Cancellations For Greek Hotels

G.N.T.O. (E.O.T.) permits hotels to charge up to 100% of the whole stay reserved for any accommodation nights not used no matter the reasons or circumstances. You are kindly requested to inform your clients before issuing the Voucher. We remind you that any refund is possible only through written approval and authorization of the Hotelier.

Concerning Fairs and Special Events: Limitations apply, depending on the occasion.

REFUNDS

Kindly inform your clients to make sure that the hotel/supplier has properly signed and accepted the modification. Refund is possible only upon presentation of both the voucher duly marked and the check out bill. Refund will take place within a week from the passenger's return.

VISA, REGISTRATION FEES

Visa / Registration fees are not included in our Tariff prices. Passengers are personally responsible to issue visas in proper time. For some destinations, passport's expiry date must be at least 6 months after the passenger's entry in the country.

CLAIMS

Any problems that may occur during the passenger's stay must be reported immediately to Dromeas Travel in order for us to try our best and fix, where possible, the problem.

All claims must be reported during the passenger's stay to the person in charge, in writing and in every possible detail, a copy of which should be given to Dromeas Travel the soonest. All claims will be carefully examined and answered within a reasonable period of time.

VACCINES

Vaccination that may be required in some destinations or during specific periods is at the passenger's responsibility and expenses.

RESPONSIBILITY

Dromeas Travel acting as an organizer, declares to be an intermediary between the passenger and the organizations providing the services included in our Tariff has no liability for any embargoes, injury, damage, loss, delay or irregularity caused to the passenger by cancellation or interruption of the trip due to bad weather, strikes, war or any other cause beyond its control.

EMERGENCY PHONE

In case of book out, not finding the booking during the check-in or payment requests for services already prepaid we recommend you to call immediately to our reservation department so we can handle the problem.

Tel:+30 2310 605900

09.00-21.00 Working Hours Daily

TRANSACTION TERMS ACCEPTANCE

Issuance of a voucher by our office means simultaneous and with no hesitation acceptance of all above-mentioned terms and conditions.